

LIMITED ENGLISH PROFICIENCY PLAN



Goldsboro Metropolitan Planning Organization (MPO)

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Prepared by:
Goldsboro Metropolitan Planning Organization

Report Documentation

A Limited English Proficient person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. The Goldsboro Metropolitan Planning Organization (MPO) Limited English Proficiency (LEP) Plan is part of a comprehensive effort to provide language assistance for LEP persons seeking meaningful access to Goldsboro MPO plans, programs, and activities as required by Executive Order 13166.

The plan details procedures on how to identify a person who may need language assistance, the way in which assistance may be provided, and guidelines to notify LEP persons that assistance is available. In developing this LEP Plan, the Goldsboro MPO staff conducted a U.S. Department of Transportation (USDOT) Four-Factor LEP analysis, which considers the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Goldsboro MPO programs, activities, or services;
2. The frequency with which LEP individuals come in contact with Goldsboro MPO programs, activities, or services;
3. The nature and importance of the program, activity or service provided by the Goldsboro MPO to the LEP population; and
4. The resources available to the Goldsboro MPO and overall cost to provide LEP assistance.

For more information about this plan, please contact the Goldsboro MPO at 919-580-4327 or jcollins@ci.goldsboro.nc.us

Acknowledgements

This report was prepared by the Goldsboro MPO in cooperation with the U.S. Department of Transportation (USDOT), the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), the North Carolina Department of Transportation (NCDOT), and the Goldsboro-Wayne Transportation Authority (GATEWAY). The contents of this report reflect the views of the Goldsboro MPO. The Goldsboro MPO staff is responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the FHWA, FTA, NCDOT, GATEWAY, or the Goldsboro MPO. This report does not constitute a standard, specification, or regulation. FHWA, FTA or NCDOT acceptance of this report as evidence of fulfillment of the objectives of this planning study does not constitute endorsement/approval of the need for any recommended improvements nor does it constitute approval of their location and design or a commitment to fund any such improvements. Additional project level environmental impact assessments and/or studies of alternatives may be necessary.

This report was included as an amendment to the Public Participation Policy, which was approved by the Goldsboro Transportation Advisory Committee on February 9, 2012.

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Introduction

A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. The purpose of this Limited English Proficiency Plan is to outline the responsibilities of the Goldsboro Metropolitan Planning Organization (MPO) in regards to Limited English Proficient (LEP) persons and establish a process for providing assistance to LEP persons for Goldsboro MPO programs, activities, and services pursuant to Title VI of the Civil Rights Act of 1964 and Executive Order 13166.

Title VI Civil Rights Act of 1964

“No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Executive Order 13166

Different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 *“Improving Access to Services for Persons With Limited English Proficiency,”* directs each Federal agency that is subject to the requirements of Title VI of the Civil Rights Act of 1964 to publish guidance for its respective recipients and sub-recipients clarifying that obligation. The U.S. Department of Transportation (USDOT) published policy guidance on December 14, 2005 to clarify the responsibilities of recipients of Federal financial assistance from the USDOT.

Plan Summary

Goldsboro MPO staff has developed this Limited English Proficiency Plan (LEP) to provide language assistance for LEP persons seeking meaningful access to Goldsboro MPO programs as required by Executive Order 13166 and USDOT’s policy guidance. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, and guidelines to notify LEP persons that assistance is available. In developing the Goldsboro MPO LEP Plan, the Goldsboro MPO staff undertook a USDOT Four-Factor LEP analysis, which considers the following:

1. The number of proportion of LEP persons eligible to be served or likely to be encountered by Goldsboro MPO programs, activities, or services.
2. The frequency with which LEP individuals come in contact with Goldsboro MPO programs, activities, or services;
3. The nature and importance of the program, activity or service provided by the Goldsboro MPO to the LEP population; and
4. The resources available to the Goldsboro MPO and overall cost to provide LEP assistance.

Four Factor Analysis

Factor 1: Number or proportion of LEP persons eligible to be served or likely to encounter Goldsboro MPO programs, activities, or services.

In order to determine the number of LEP persons, the Goldsboro MPO collected various data from the 2000 US Census Bureau 2000 Data. The Census Bureau has a range of four classifications of how well people speak English. The classifications are 'very well', 'well', 'not well', and 'not at all'. For Goldsboro Urbanized Area, we are considering people that speak English 'not well' or 'not at all' as Limited English Proficient persons.

Table 1 shows the number and percent of persons in regards to their English Language skills for the Goldsboro Urbanized Area.

Table 1
Limited English Proficient Persons in the Goldsboro Urbanized Area

Total Population 5 Years Old & Older	Number of Limited English Proficient Persons	Percent of Limited English Proficient Persons
53,487	707	1.32%

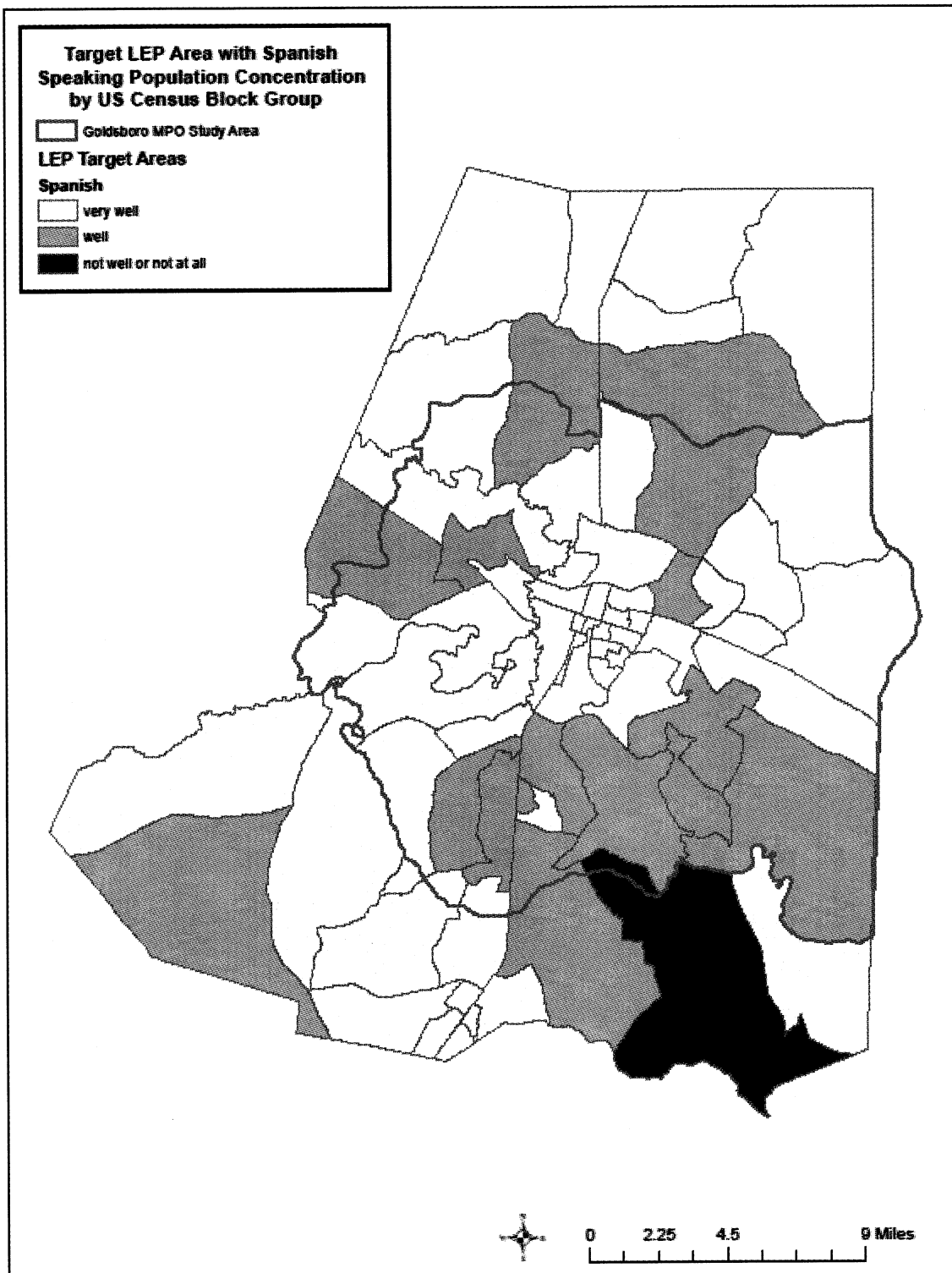
Of the LEP persons within the Goldsboro Urbanized Area 1.0% speak Spanish, 0.17% speak an Indo-European language, 0.16% speak Asian and Pacific Island languages, and 0.01% speak other languages at home. Table 2 shows the actual numbers of language groups spoken by LEP person at home within the Goldsboro Urbanized Area.

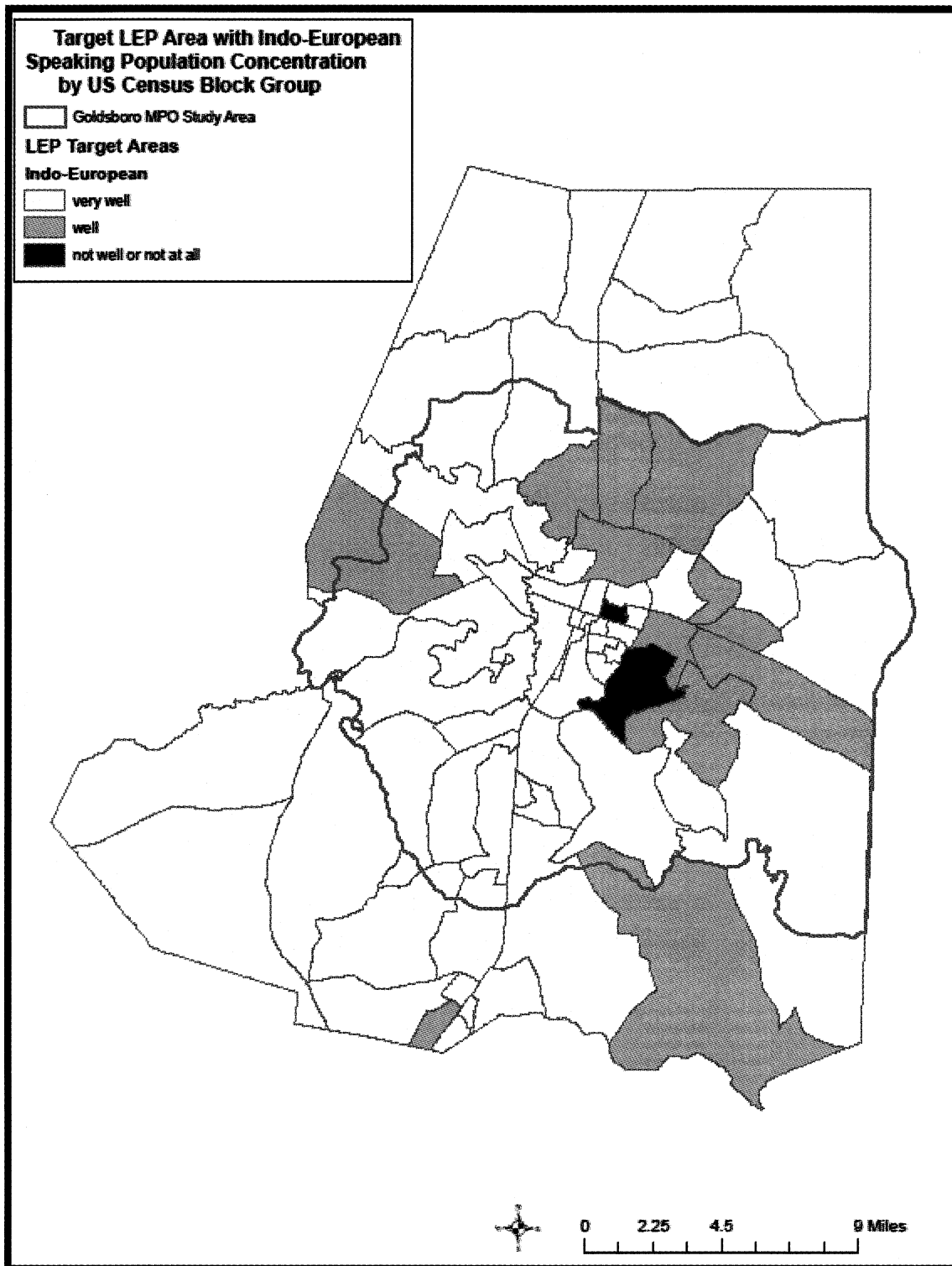
Table 2
Language spoken at home by Limited English Proficient Persons in the Goldsboro Urbanized Area

	Language Spoken at Home			
	Spanish	Indo-European	Asian & Pacific Island	Other
5-17 Years Old	117	6	10	0
18-64 Years Old	407	58	76	7
65 & Older	0	26	0	0
Total	524	90	86	7

The following Maps show the distribution of Spanish, Indo-European and Asian & Pacific Island speaking people as per the Census 2000 data within the Goldsboro MPO boundary. Staff will continue to monitor the Census data and update as new Census data becomes available if necessary.

The maps below indicate individuals languages against the LEP block groups, certain languages emerge as having prevalence in the same areas that there are LEP persons.





**Target LEP Area with Asian & Pacific
Speaking Population Concentration
by US Census Block Group**

 Goldsboro MPO Study Area

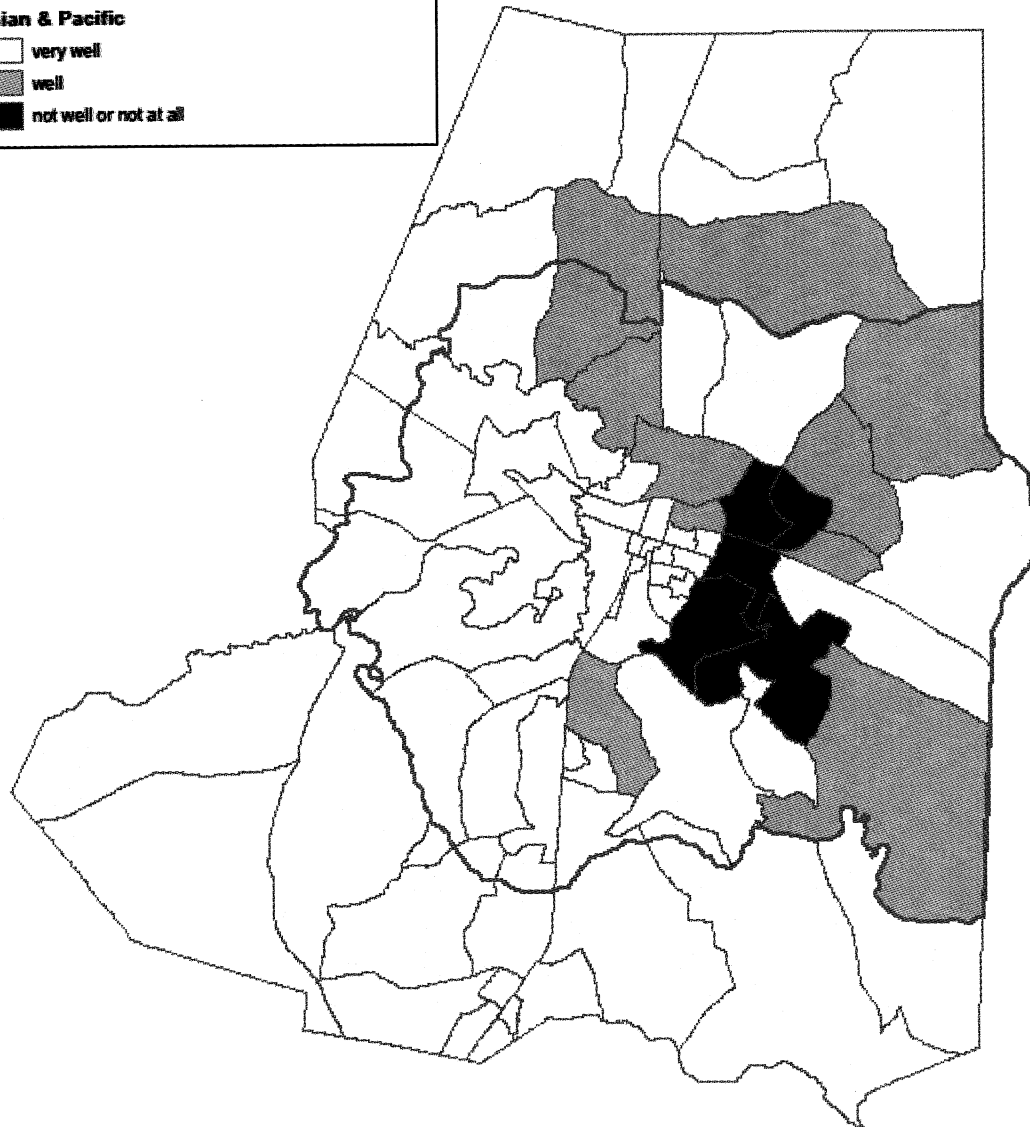
LEP Target Areas

Asian & Pacific

 very well

 well

 not well or not at all



0 2.25 4.5 9 Miles

Factor 2: Frequency with which LEP individuals come in contact with Goldsboro MPO programs, activities, or services.

The Goldsboro MPO assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying public meeting attendees (See APPENDIX D: Title VI Voluntary Public Involvement Form). No previous LEP requests have been received thus far. Documentation of LEP requests will be done annually upon implementation of the LEP plan.

Factor 3: Nature and importance of the program, activity or service provided by the Goldsboro MPO to the LEP population.

To assess the nature and importance of the programs, activities, and services provided by Goldsboro MPO to LEP and general community, the Goldsboro MPO conducted an internal and external review:

Internal Review

Internally, Goldsboro MPO staff evaluated programs and services based on the Goldsboro MPO's function as the lead planning agency responsible for transportation planning in the Goldsboro Urbanized Area, the potential public interest, and the impact upon the quality of life of the public by Goldsboro MPO functions. Per evaluation of Goldsboro MPO programs, documents, and services, it was determined the following documents could be seen as vital documents:

- Long Range Transportation Plan
- Transportation Improvement Plan
- Unified Planning Work Program
- Public Participation Policy

Based on this evaluation and the language assessment in Factor 1 of the Four Factor analysis, the staff will seek partner organizations proficient in Spanish to provide information about Goldsboro MPO plans and programs. Translation and/or interpretation services, for Spanish and other languages, will be considered upon request and in coordination with partner agencies in the area. Furthermore, public hearing notices include references to translation and/or interpretation services upon request by contacting the City Manager's Office.

External Review

Externally, a public outreach effort within the identified language communities will be conducted. Community groups that work with the Spanish, Indo-European, Asian and Pacific Island populations will be outreached for their input. In this outreach, the Goldsboro MPO staff will provide community groups a synopsis of what the primary purpose and functions of the Goldsboro Metropolitan Planning Organization and ask what are key issues, programs, services, and activities they perceive are critical. These will be noted in the transportation planning process and sent forward to the appropriate agency and/or locality as applicable.

Factor 4: Resources available to the Goldsboro MPO and overall costs to provide LEP assistance.

The Goldsboro MPO assessed their available resources that could be used to provide language assistance. This included determining which documents should be translated, identifying bilingual staff, and deciding what level of staff training is needed.

The following sections provide more details about how Goldsboro MPO staff will provide assistance for persons of Limited English Proficiency, train staff, distribute LEP information to the public, and monitor the LEP plan.

In addition to the following sections, Goldsboro MPO staff will query and identify staff volunteer translators and interpreters from within the Goldsboro MPO (See APPENDIX C: Goldsboro MPO Staff Interpreter Directory) and include the list within the Limited English Proficiency Plan and on the Goldsboro MPO website. Finally, the staff will conduct outreach to identify volunteer interpreters, civic groups, and community organizations to further coordinate language assistance services.

How to Identify an LEP Person who Needs Language Assistance

- Examine records of requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- Set up a sign-in sheet table at Goldsboro MPO-sponsored events, have a staff member greet and briefly speak to attendees to informally gauge the attendee's ability to speak and understand English;
- Post a notice of available language assistance in the Goldsboro MPO reception area; and
- Post a notice of available language assistance on the Goldsboro MPO website.

Language Assistance Measures

When an interpreter is needed, in person or on the telephone, Goldsboro MPO staff will first determine what language is required. Goldsboro MPO staff will provide the service if available. If not available, the request will be directed to the City of Goldsboro Manager's office who will seek to address the request and ensure proper translation and/or interpretation services are provided.

The following Goldsboro MPO documents will be available in Spanish:

- Limited English Proficiency Plan
- Nondiscrimination Complaint Form
- Additional translation and/or interpretation services will be considered upon request and in coordination with partner agencies in the area.

Safe Harbor

Goldsboro MPO would like to ensure with greater certainty that we comply with our obligations to provide written translations in languages other than English. Paragraphs (a) and (b) below outline the circumstances that can provide a “safe harbor” for Goldsboro MPO regarding the requirements for translation of written materials. A “safe harbor” means that if Goldsboro MPO provides written translations under these circumstances, such action will be considered strong evidence of compliance with the Goldsboro MPO’s written-translation obligations under Title VI.

The failure to provide written translations under the circumstances outlined in paragraphs (a) and (b) does not mean there is noncompliance. Rather these paragraphs merely provide a guide for the Goldsboro MPO that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

The following actions will be considered strong evidence of compliance with the Goldsboro MPO’s written-translation obligations:

(a) The Goldsboro MPO provides written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or

(b) If there are fewer than 50 persons in a language group that reaches the 5% trigger in (a), the Goldsboro MPO does not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Goldsboro MPO Staff Training

All Goldsboro MPO staff will be provided access to the LEP plan and will be offered training on procedures and services available. Training topics will include:

- Understanding Title VI of the Civil Rights Act of 1964 and LEP responsibilities.
- LEP program responsibilities and obligations.
- Language assistance services offered.
- Documentation of language assistance requests.

Providing Notice of Available Language Service to LEP Persons

Signs should be posted that language assistance is available in public areas such as at Goldsboro MPO reception, conference room waiting areas, and the Goldsboro MPO website.

Outreach Techniques

- If the Goldsboro MPO staff knows that they will be presenting a topic in a geographic location with a known concentration of LEP persons, Goldsboro MPO staff will make a concerted effort to have meeting notices, fliers, advertisements, or agendas printed in the alternative language. As well, Goldsboro MPO staff will coordinate with local community groups to have someone available who can help interpret information at the meeting.
- When running a general public meeting notice in a geographic location that could be of potential importance to LEP persons or if staff will be hosting a meeting or a workshop, Goldsboro MPO staff will, to the extent possible, insert the following clause: “An interpreter will be available” in the predominant language. Goldsboro MPO staff will seek to coordinate with local community groups to have someone available who can help interpret information at the meeting and/or workshop.
- Goldsboro MPO will include this statement when running general public meeting/hearing notices: “The Goldsboro MPO will strive to provide reasonable accommodations and services for persons who require special assistance to participate in this public involvement opportunity. Contact the Goldsboro MPO at (919) 580-4327 for more information.”
- Coordination with local community groups is a key outreach component as Goldsboro MPO staff identifies and seeks to engage LEP persons in Goldsboro MPO programs and activities.

Monitoring and Updating the LEP Plan

The plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP plan when appropriate. At a minimum, Goldsboro MPO will follow the Title VI Program update schedule for the LEP plan. Each update should examine the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?
- What is the current LEP population in Goldsboro Urbanized Area?
- Has there been a change in languages where translation services are needed?
- Have available resources, such as technology, staff and finances changed?
- Were any complaints received?
- Do staff members understand the LEP plan policies and procedures?

There are several methods that can be used to assist in answering these questions. One method is to review customer comments and complaints to determine if services are accessible to Spanish speakers. Feedback from the LEP community will be sought through community outreach events and presentations to determine the effectiveness of the plan in reaching LEP persons. Special consideration will be given to the LEP plan when service enhancements are implemented, to ensure

that LEP persons are aware of these services. Census data will also be reviewed as it becomes available to determine changes in the LEP population.

Dissemination of the Limited English Proficiency Plan

Goldsboro MPO staff will post the LEP Plan on its website at www.ci.goldsboro.nc.us. Any person with Internet access will be able to view the plan. Copies of the LEP Plan will also be provided to the Goldsboro MPO member jurisdictions and interested parties upon request. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to:

Jennifer Collins
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200 North Center Street
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919-580-4327 Phone
919-580-4291 Fax

APPENDIX A Goldsboro Urbanized Area Demographics

Table 3: Population by Gender

Geography	Total Population	Total Population: Male	Total Population: Female
Goldsboro Urbanized Area	57,915	28,399	29,516

Source: U.S. Census, 2000

* Note: The demographic breakdown listed here and below used 57,915 as a base population due to the Metropolitan Planning Organization boundary lines are being revised and are not available at this time. The "Total Population" of 57,915 was kept for this report and will be updated based on 2010 Census counts and demographic breakdown, when available (April 2012).

Table 4: Population by Age

Geography	Total Population	Total Population: Population under 18 years	Total Population: Population 18 years and older	Total Population: Population 65 years and older
Goldsboro Urbanized Area	57,915	15,108	35,756	7,051

Source: U.S. Census, 2000

Table 5: Population by Race

Geography	Total Population	White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Hispanic or Latino	Some other race	Population of two or more races
Goldsboro Urbanized Area	57,915	28,204	25,816	218	779	22	2,042	83	751

Source: U.S. Census, 2000

APPENDIX B Languages Spoken at Home

Table 6: Languages Spoken at Home by Ability to Speak English

Geography	Population 5 years and over	Speak only English	Speak other languages	Does not speak English well or at all; Total	Does not speak English well or at all; Spanish	Does not speak English well or at all; Indo- European languages	Does not speak English well or at all; Asian and Pacific Island languages	Does not speak English well or at all; Other languages
Goldsboro Urbanized Area	53,487	50,064	3,423	756	516	76	116	48

Source: U.S. Census, 2000

Table 7: Languages Spoken at Home

Geography:	Goldsboro Urbanized Area
Population 5 years and over:	53,487
Speak only English:	50,064
Spanish or Spanish Creole:	1,979
French or French Creole:	296
African languages:	27
Italian:	28
German:	263
Other West Germanic languages:	10
Greek:	15
Polish:	15
Serbo-Croatian:	12
Other Slavic languages:	6
Persian:	5
Gujarathi:	67
Hindi:	9
Urdu:	21
Other Indo-European languages:	17
Chinese:	119
Japanese:	58
Korean:	40
Thai:	69
Vietnamese:	32
Other Asian languages:	86
Tagalog:	100
Other Pacific Island languages:	22
Arabic:	113
Hebrew:	14

Source: U.S. Census, 2000

APPENDIX C Goldsboro MPO Staff Interpreter Directory

Language	First Name	Last Name	Department
Spanish	Andrew	Cabrera	Goldsboro Fire Dept
Spanish	Gaston	Lopez	Goldsboro Police Dept
German	George	Wohlgemuth	Goldsboro Planning Dept
Spanish/Hebrew/Arabic	Martha	Summerlin	Downtown Goldsboro Development (Temp)
Spanish	Karen	Brashear	Goldsboro Public Utilities
Spanish	Nora	McCann	NCDOT – Goldsboro MPO Coordinator

APPENDIX D TITLE VI VOLUNTARY PUBLIC INVOLVEMENT FORM

Completing this form is **completely** voluntary. You are not required to provide the information requested in order to participate in this meeting.

Meeting Type:	Date:
Location:	
TIP No.:	
Project Description:	

In accordance with Title VI of the Civil Rights Act of 1964 and related authorities, the Goldsboro Urban Area MPO assures that no person(s) shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any of the Goldsboro Urban Area MPO's programs, policies, or activities, based on their race, color, national origin, disability, age, income, or gender.

Completing this form helps meet our data collection and public involvement obligations under Title VI and NEPA, and will improve how we serve the public. Please place the completed form in the designated box on the sign-in table, hand it to a Goldsboro MPO official or mail it to the Goldsboro Urban Area MPO, Title VI Compliance Officer at P.O. Drawer A, Goldsboro, NC 27533-9701.

All forms will remain on file at the Goldsboro MPO as part of the public record.

Zip Code: _____	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Street Name: (i.e. Main Street) _____	Age: <input type="checkbox"/> Less than 18 <input type="checkbox"/> 45-64 <input type="checkbox"/> 18-29 <input type="checkbox"/> 65 and older <input type="checkbox"/> 30-44
Total Household Income: <input type="checkbox"/> Less than \$12,000 <input type="checkbox"/> \$47,000 – \$69,999 <input type="checkbox"/> \$12,000 – \$19,999 <input type="checkbox"/> \$70,000 – \$93,999 <input type="checkbox"/> \$20,000 – \$30,999 <input type="checkbox"/> \$94,000 – \$117,999 <input type="checkbox"/> \$31,000 – \$46,999 <input type="checkbox"/> \$118,000 or greater	Disabled: <input type="checkbox"/> Yes <input type="checkbox"/> No
Race/Ethnicity: <input type="checkbox"/> White <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other (please specify): _____	National Origin: (if born outside the U.S.) <input type="checkbox"/> Mexican <input type="checkbox"/> Central American: _____ <input type="checkbox"/> South American: _____ <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Chinese <input type="checkbox"/> Vietnamese <input type="checkbox"/> Korean <input type="checkbox"/> Other (please specify): _____

For more information regarding Title VI or this request, please contact the Goldsboro Urban Area MPO at (919) 580-4327, or by email at jcollins@ci.goldsboro.nc.us.

Thank you for your participation!

TÍTULO VI ENCUESTA DE PARTICIPACIÓN PÚBLICA

El llenado de este formato es completamente voluntario. Usted no está obligado a proporcionar la información solicitada con el fin de participar en esta reunión.

Tipo de Reunión:	Fecha:
Lugar de la Reunión:	
TIP No.:	
Descripción del Proyecto:	

De conformidad con el Título VI del Acta de Derechos Civiles de 1964 y otras disposiciones de derechos civiles de la ley Federal estatutaria, el área urbana de Goldsboro MPO asegura que ninguna persona(s) afectada por sus programas, políticas o actividades, quedarán excluidos de su participación en, negada de los beneficios de, o sometidos a la discriminación por motivos de raza, color, origen nacional, discapacidad, edad, ingresos o género.

Este formato ayuda a que el Departamento de Transporte del Estado (DOT) cumpla con sus obligaciones legales para la recopilación de datos y la participación del público en virtud del Título VI y NEPA. Por favor deposite el formato llenado en la casilla designada en la mesa de registro o envíe por correo a Oficina de cumplimiento del título VI a P.O. Drawer A, Goldsboro, NC 27533-9701

Los formatos completados serán guardados en los archivos de Goldsboro MPO como parte del registro público.

Código Postal: _____	Sexo: <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
Nombre de la Calle: (ej. Main Street) _____	Edad: <input type="checkbox"/> Menor de 18 <input type="checkbox"/> 45-64 <input type="checkbox"/> 18-29 <input type="checkbox"/> 65 o Mayor <input type="checkbox"/> 30-44
Ingreso Total del Hogar: <input type="checkbox"/> Menos de \$12,000 <input type="checkbox"/> \$47,000 – \$69,999 <input type="checkbox"/> \$12,000 – \$19,999 <input type="checkbox"/> \$70,000 – \$93,999 <input type="checkbox"/> \$20,000 – \$30,999 <input type="checkbox"/> \$94,000 – \$117,999 <input type="checkbox"/> \$31,000 – \$46,999 <input type="checkbox"/> \$118,000 o Mayor	Discapacidad: <input type="checkbox"/> Si <input type="checkbox"/> No
Raza/Etnicidad: <input type="checkbox"/> Blanco <input type="checkbox"/> Afro Americano <input type="checkbox"/> Asiático <input type="checkbox"/> Indio Americano/Nativo de Alaska <input type="checkbox"/> Nativo de Hawaii/Islands del Pacífico <input type="checkbox"/> Hispano/Latino <input type="checkbox"/> Otra (por favor especifique): _____	Nacionalidad de Origen: (Si nació fuera de los EU) <input type="checkbox"/> Mexicano <input type="checkbox"/> Centro Americano: _____ <input type="checkbox"/> Sudamericano: _____ <input type="checkbox"/> Puertorriqueño <input type="checkbox"/> Chino <input type="checkbox"/> Vietnamita <input type="checkbox"/> Coreano <input type="checkbox"/> Otro (por favor especifique): _____

Para más información relacionada con el Título VI o este proceso, por favor contacte el área urbana de Goldsboro MPO

A (919) 580-4327, o por correo electrónico a jcollins@ci.goldsboro.nc.us.

¡Gracias por su cooperación!